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Bureau of State Office Buildings

GOVERNMENT DOCUMENTS
COLLECTION

Report of Activities and Accomplishments

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January 1 through June 30, 1998

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EXECUTIVE SUMMARY

The Bureau continued to accomplish its mission during the last half of fiscal year 1998, but also concentrated on issues related to the Saltonstall Building and Procurement. Questions were raised by employees and the press regarding Saltonstall air quality, which resulted in the establishment of three separate task forces by the Executive Office of Administration and Finance to deal with Saltonstall issues. Bureau staff worked closely with the Executive Office of Administration and Finance staff and other agencies to begin to accomplish these tasks. In response to questions by the Operational Services Division regarding procurement, changes were made in personnel assignment and Bureau staff participated in extensive training.

Several major contracts expired on June 30. Utilizing knowledge gained in Operational Services Division training and working with procurement management teams, Bureau staff wrote contract specifications and Requests for Response to establish new contracts for mechanical, fire system, and elevator maintenance. Bureau staff worked with the Executive Office of Environmental Affairs, Operational Services Division and the Central Business Office to research and draft a Request for Response to establish a major multi-service, multi-building cleaning; trash removal and recycling contract to begin on September 1.

The Bicentennial of the Bulfinch State House occurred in January. A plaque commemorating the building was dedicated at a celebration event with the Governor, House Speaker, Senate President, Secretary of State and Superintendent. The Office of the Secretary of State created a pictorial exhibit displaying the historical significance of the State House and its construction.

The need to finance major capital improvements to Bureau facilities has been acknowledged by every entity with an interest in them. The Bureau consolidated several previous submissions to make a master list of capital improvements, which was given to the Budget Bureau, Ways and Means committees, Division of Capital Planning and Operations and the Executive Office of Administration and Finance staff. Using various sources of funds, the Bureau is working with the Division of Capital Planning and Operations to complete these projects.

In the McCormack Building, completed projects included preparation of space for the new HRCMS project and other offices on the 8th floor, handicapped access improvements to the Commonwealth Children's Center, modifications to HRD space in conjunction with the reorganization of the department, and the relocation of the central mail facility.

State House accomplishments included working with Division of Capital Planning and Operations on continuing ADA improvements and working on various requests of constitutional offices and legislators. There are major State House systems, including the exterior stairs and windows, which are in need of major renovation. A piece of stained glass artwork from the 1893 World's Fair was offered as a donation to the Bureau. Plans are being made to create legislation, as required under Chapter 8, to allow the work to be permanently displayed in the State House.

The Bureau of State Office Buildings continued its progress towards Clean State goals testing and upgrading the underground storage tanks located in its facilities. Environmental audits were completed in June on four of the Bureau's seven buildings.

In April, the Registry of Motor Vehicles completed its move from 100 Nashua Street, and the building was closed permanently. Retired after many years of state service, the building will be razed to make way for the Central Artery Project. The Bureau continues to use the area at the Nashua Street Building for parking.

SAFETY AND SECURITY

Access Control

During the recent reporting period, routine maintenance of the Photo ID Access control system continued smoothly. Approximately 600 new cards and 83 replacement cards were issued and the Bureau was able to photograph and provide identification cards for all House of Representative staff members. Bureau staff returned completed ID's to agency staff within 24 hours.

The Bureau's security office began a new project comparing all employee names within the ID database to the state payroll database. With this comparison process the ID database is compared to the official state payroll, then changes were made so that employee names read as they do on their paycheck. System listing was accomplished with the assistance of the Information Technology Division. While extremely time consuming, the process alleviated many inconsistencies resulting from employees leaving state service, changing agencies, and changing names. Part of the process involved double checking discrepancies with agencies.

With this initial purging completed, a more accurate and efficient database will be maintained on a weekly basis.

Also this period funds were secured to address the Year 2000 deficiencies involving outdated access control equipment. Members for a Procurement Management Team have already begun to meet and work on effective solutions through procurement, which will upgrade the access control systems used in the State House, McCormack Building and the Saltonstall Building as well as the garage areas. With the installation of a new security management information system all existing database information will be merged to one system, simplifying database management and reducing to one the number of cards needed to access Bureau facilities.

All security systems equipment continued to function with no unusual problem during this period.

State Police Partnership

The partnership with the State Police Government Center Troop continues to be very strong. Sgt. Kerry McHugh remains in charge of the Government Center Detachment. Former Troop H Major John Defava was promoted to Lt. Colonel. Major Albert Simon is now in charge of Troop H. The Bureau's Superintendent and the Director of Security met with Major Simon to continue good communication. The State Police cooperate with State House events as requested.

During this period State Police assisted in posting a cruiser outside the Saltonstall Building after-hours to deter a rash of vandalism that resulted in a number of broken windows along the plaza level and in the lobby.

Routine activities such as removing the homeless from in front of the Hurley Building and cooperating with the Department of Mental Health police to initiate arrests at the Lindeman Building continue. Requests continue for State Police Officers to monitor and remove hostile people from various agencies.

The need still exists for some sort of State Police presence at the State House.

Contract Guard Services

Calendar 1998 began with the drafting of a Request for Response and the selection of a new Guard service to oversee the metal detectors and x-ray machines in the McCormack and Saltonstall Building lobbies.

The Request for Response for the contract contained several modifications of previous contract specifications in order to hire and retain more qualified personnel. The hourly wage to be paid to both the Guards and Supervisor was specified. Guards are now paid \$8.00 per hour while the Supervisor is paid \$9.25. The billing rate for the guard position is \$10.80 and \$13.17 for the supervisor position.

Another modification was made to the hours the guards are on site. Previously the hours were from 7am to 7pm weekdays. The hours are now from 7am to 6pm. This resulted in approximately \$9800.00 per year in savings at the current bill rate. Weekend coverage remains unchanged with a Guard monitoring the buildings and assisting in the lobbies.

Also modified were the guard post orders to ensure all guards are fully aware that they must always provide customer service and defer any and all possible incidents to the State Police.

A final modification included adding a one-option year to the two-year contract.

The contract was awarded to Reliable Security, a much smaller company than those the Bureau has dealt with in the past. In checking the references of the 15 respondents to the Request for Response, a clear pattern established that people were more satisfied with the services of a smaller company than the larger national ones. Reliable Security also has past experience in servicing government agencies such as the Federal Department of Transportation and Federal Aviation Administration.

Fire System Maintenance

This period was the final six months of the Simplex fire system testing and maintenance contract. As in the past, Simplex continued to provide good service to building equipment and Bureau requests.

As of May 14, 1998, the Lindemann Building was brought back under the responsibility of Simplex after a one-year warranty period. The Saltonstall Building, however, is no longer a Simplex responsibility due to the installment of a new fire system. The new fire system will be maintained under a warrantee with Norel for the remainder of the time that the building remains occupied. As scheduled, all buildings received their annual fire pump water flow tests and semi-annual sprinkler system tests. Only one minor problem existed with an annunciating device in the McCormack Building.

Earlier this period the new fire system in the Saltonstall Building provided problems, resulting in a number of false alarms. The causes of these false alarms were identified and forwarded to the Division of Capitol Planning and Operations for correction. False alarms were being caused by dust in the smoke detector devices in high draft areas. All device heads, on a frequent schedule are thoroughly cleaned and the few in high draft areas relocated.

Fire Wardens from the various agencies within the Saltonstall Building have been briefed on the operational changes of this system in relation to the former system.

Fire drills are held monthly in both the McCormack and Saltonstall Buildings.

A Procurement Management Team for the new fire system maintenance contract included Randal Cabral, BSB; Neil Kilpeck, BSB; Patrick Reed, BSB; Ira Novoselsky, DET; Dave Spector, AG; Shab Khan, CBO; and Robert Tuberosa, OSD.

The resulting contract included optional extension of the contract for two, one-year options, mandatory attendance at the pre-bid conference and a labor and materials rate for additional work within the scope of the contract that may be required in the future.

Also included was miscellaneous, previously out of scope work including the following:

- Installation and upgrade of the fire panel and related devices at the Hurley Building.
- The tie-in of three devices from the House Chamber to the fire panel at the State House.
- Extending the sprinkler heads below the drop ceiling in Room 72 of the State House.
- The installation of heat detectors in a storage area of the Hurley/Lindemann Garage.

GS Edwards and Simplex attended the pre-bid conference with only Simplex submitting a proposal. GS Edwards felt the contract created a higher than desired level of exposure than the company was willing to incur. Work under the new contract commenced July 1, 1998.

CCTV Cameras

A total of four new cameras and a VCR were purchased for the entrances to the McCormack and Saltonstall Garages. The new cameras utilize a chip as opposed to a tube to provide video to the monitor resulting in a more visible, higher resolution picture. Camera housings were also cleaned.

One of the features of the VCR is selectable speed ranging from 2 hours to 720 hours. The purchase and installation of these cameras was awarded to Minuteman Protection of Tewksbury. The total cost was \$2,955.00. Three other vendors bid at costs ranging from \$3,007.00 to \$4,194.00.

Recording of the entrances is maintained 24 hours a day, 7 days a week.

First Aid Course

On February 24 and March 3 the Bureau sponsored a Standard First Aid Course presented by the American Red Cross for employees of the buildings. The course was limited to 30 participants. A total of 150 people requested to take the course. At the time there was interest from some agencies to sponsor a Red Cross course for their employees. The Bureau is prepared to facilitate agencies coordinating such trainings.

PARKING

The parking administrator continues to update the access system as parking assignments change and deals with garage enforcement issues. Garage access continues to be monitored on a daily basis to detect abuse. The Bureau

garage attendant continues to provide an essential service to its customers, i.e., directing visitors, recharging car batteries or assisting with a flat tire.

STATE HOUSE OPERATIONS

Daily Operations and State House Contracts

The main focus of State House Operations has been to continue providing a high level of service to the State House customers through efficiency in the day to day operations. The 1998 cooling season was on-line at the optimal date, based upon industry standards and extended weather forecasts. All systems were brought on line without any problems.

The elevator contract with Thyssen elevator continues to be monitored closely. In the past few months elevator number 3 has developed continual problems. The Director of State House Operations is working with Thyssen to improve the service.

The Capitol Cleaning contract continues to be managed under close scrutiny. The contractors have been held to the standards of the contract. Previously the contractor had fallen behind schedule in carpet cleaning and blinds as well as substandard daily operations. The Director of State House Operations issued letters to the president of Capitol Cleaning, as a result the contractor has caught up with their scheduled cleaning and is performing at a much higher level.

The cleaning contract, which was scheduled to expire on June 30, 1998, has been extended for two months, through August 30. A new Request for Response was drafted to combine the various service contracts for cleaning, trash and recycling services at the State House, McCormack and Hurley Buildings. Discussion on the combination of these services was initiated by the increasing problems with the recycling program. State House staff is collecting the recyclable material from the offices and central bins at the present time.

The pest control contract, currently held by Pest End, continues to operate smoothly. The daily complaints on all pests have dramatically decreased in the past several months. This contract has been extended for a period of three months to allow the Bureau to work with the approved vendors for the state wide integrated pest management contract to establish a program in Bureau facilities in accordance with executive order.

Staffing

Several staffing changes have occurred over the second half of fiscal year 1997. Paul Cadogan, Building Maintenance Night Supervisor, was struck with a serious illness in August of 1997, and returned mid February. During his absence hours were originally covered primarily through overtime shifts, creating inefficiency in the operation. A work assignment was changed in January to cover the shift without overtime. Tom Arrigal who was transferred from the trades shop to the State House has been assigned to the evening shift to improve services.

Grounds and DOC Crew Use

The daily operations of the State House remains highly dependent on the services of the inmate crews provided by the Department of Correction. The Community Crew is responsible for all aspects of cleaning and maintaining the State House grounds. The Director of State House Operations works closely with the assigned Correctional Officer, Arthur Cardarelli, to assure that inmates with the skills needed by the State House are appropriately utilized. Over the past 6 months the crew has done an excellent job in snow and ice removal and has done

extensive painting in the building. In March they began their grounds program of lawn care and preparing the flowerbeds. Two additional commercial lawn mowers were procured for use at the State House. With this equipment upgrade the crews are able to complete the cutting of the lawns efficiently and the resulting labor hours can be invested in other projects.

The Community Crew has also been integral in completing several projects in the State House. The crew continues on a project to completely repaint all common areas in the State House. Progress of their work has slowed by the ADA project. They have painted all interior fire doors in the building and offices in rooms 265 and 280, a library break room and the House Court Officer’s room. The crew has done a fine job finishing these areas and has saved the Commonwealth a considerable sum of money.

Division of Capital Planning and Operations Projects

The Division of Capital Planning and Operations has been very active in the State House over the past several months. They have continued the ADA project with some aspects already completed. The State House staff along with the Bureau’s administrative staff have worked closely with Division of Capital Planning and Operations project managers to insure the smooth operations of the project and to identify and resolve any problems as they arise. A considerable number of problems have developed with new locking hardware that has been installed throughout the building. The State House staff has continued to work to resolve these problems as they arise.

Functions

The State House continues to be a popular location for public and private functions. State House operations continue to maintain a large assortment of function equipment and has also upgraded portions of its equipment. Major events included

- Library of Congress Festival Reception
- Toys for Tykes
- Boston Film and Video “Vision Award” Ceremony
- “I have a Dream” Graduation
- Heritage of Portugal Evening Gala

Function Statistics

	<u>FY 97-Part II</u>	<u>FY 98-Part I</u>	<u>FY 98-Part II</u>
Number of State House events requiring Bureau Staff Assistance:	270	216	366
Number of after-hours functions booked:	37	30	37
Number of after-hours functions actually held:	34	28	32
User fees collected:	\$8,600	\$11,700	\$15,000
Bureau cost collected	\$7,100	\$10,350	\$10,975
Cleaning costs collected:	\$5,700	\$6,450	\$6,502
(for the Capitol Building Services)			
Current State House Events Fund Balance	\$36,970	\$70,300	\$79,869.84

GENERAL PROJECTS

Underground Storage Tanks

During the second half of fiscal year 1998, the Bureau of State Office Buildings completed testing of all underground storage tanks at six locations. Only the Hurley Building tank failed the tightness test. An alternative an above-ground tank was installed and all necessary regulations followed for this type of compliance. Due to the age of the Lindemann tank, it was also decided that although the tank passed testing, an alternative storage tank should be installed for this building. In June, the Lindemann alternative above ground tank was installed and retrofits to the State House and Pittsfield tanks were completed to place these two newer tanks in full compliance.

Division of Capital Planning and Operations will complete replacement of the underground storage tanks in the Saltonstall and McCormack Buildings over the next few months. The Bureau will then complete closure of the high rise underground storage tanks sometime this fall. The Bureau also expects to be awarding a contract in late July or August to bring to closure the underground storage tanks at the Hurley and Lindemann Buildings.

Environmental Audits

During late May and June, audits of the State House, Lindemann, McCormack and Hurley Buildings were complete. Due to an emphasis on environmental compliance issues over the past several years by both the Bureau of State Office Buildings and Division of Capital Planning and Operations, no major, unexpected findings appeared in the report. Installation of backflow preventers on certain water systems are still outstanding, and in some cases where backflow preventers had been installed, it could not be verified that final permits were obtained. Based on suggestions and recommendations that the Bureau of State Office Buildings establish central collection points for the storage and disposal of hazardous and non-hazardous work materials such as cleaners and paints. The Bureau of State Office Buildings will be implementing the recommendation found in the report, filing for the necessary permits and continuing to work towards the completion of backflow preventer installations. Funding for the McCormack Building backflow preventers were included in Chapter 88 of the acts of 1997 and are currently under study and design.

Report of Food Service Survey

The Bureau conducted a survey for the customers of all food concessions operated by vendors selected by the Commission for the Blind and contractors selected by the Bureau of State Office Buildings to measure the level of customer satisfaction and determine what changes were needed in order to improve service. Some vendors are new; some have been providing service for a number of years. The following chart indicates the location, vendor, year of initial operation, and the hours of each facility.

Location	Vendor	Year of Initial Operation	Hours
State House Cafe	Dean Vasile	1998	8:30 A.M. - 4:00 P.M.
McCormack Coffee Shop	Mario Bianchi	1996	6:00 A.M. - 5:00 P.M.
Ashburton Cafe	Anthony Penta	1995	6:30 A.M. - 3:30 P.M.
Saltonstall Ester's Smoke Shop	Ester Connolly	1968	7:00 A.M. - 5:00 P.M.
Saltonstall Coffee Shop	Anthony Penta	1996	6:00 A.M. - 2:00 P.M.
Metro Grill	Anthony Penta	1995	6:30 A.M. - 3:30 P.M.
Hurley Cafeteria	Philip Goldberg	1995	6:30 A.M. - 3:30 P.M.

A total of 161 responses were collected and tabulated.

Customer satisfaction for each facility was unique in its own way, however the ratings of staff performance in all facilities was high. When asked what was most memorable about each facility, most respondents commented on the friendly staff.

In the three facilities located within the Saltonstall Building, the main concern was the atmosphere. Saltonstall as well as McCormack respondents expressed a need for a more health conscious menu. There were a number of individuals who sent e-mail messages to the Bureau's Administration Office expressing this concern and held strong feelings about the need for more health conscious menu selections.

McCormack Building respondents requested that Ashburton Cafe expand hours of operation, many would like an afternoon coffee or snack. There was also a complaint about the location of the outdoor seating. However, Ashburton Cafe respondents were generally pleased with the quality and pricing of the food.

Hurley Building respondents were very pleased with all levels of performance within their cafeteria.

State House Coffee Shop customers responded positively to the new vendor Dean Vasile. Many respondents made a point of commenting on the improvements made by this new vendor as they were filling out the survey. There were a few requests made in order to improve service; better coffee, improve cups, and that employees wear gloves when handling food.

The results of this survey compare to the comprehensive customer satisfaction survey conducted in 1997 that was sent to Agency Heads and Bureau Liaisons. Food service was a small component of the 1997 survey. The following chart indicates the tabulations of the 1997 survey:

1997 Tabulations of Food Service Surveys

	Ashburton Cafe	Metro Grill	State House Shop	McCormack Coffee Shop	Coffee Kiosk
<u>Visit Frequently</u>	80%	32.5%	12.5%	35.2%	11.1%
<u>Quality of Service</u>					
good	90.6%	76.9%	60%	57.9%	100%
fair	9.4%	23.1%	20%	36.8%	-
poor	-	-	20%	5.3%	-
<u>Food Quality</u>					
good	71.9%	69.2%	-	47.4%	50%
fair	28.1%	23.1%	80%	47.4%	50%
poor	-	7.7%	20%	5.3%	-
<u>Overall Cleanliness</u>					
good	75%	61.5%	-	47.4%	50%
fair	25%	29.5%	80%	47.4%	50%
poor	-	-	20%	5.3%	-

Recommended Bureau Actions:

- * Work with vendors and contractors to increase levels of customer satisfaction.
- * Collect more data through surveys, and evaluate to efficiently monitor performance.

Recommended Vendors and Contractor Actions:

- * Make arrangements to have suggestion boxes within their facilities.
- * Improve atmosphere
- * Expand menu to offer a more healthy choice
- * Expand hours for customer convenience

The Bureau is in the process of finalizing an agreement with the Mass Commission for the Blind for State House Coffee Shop operations and will use the new State House agreement as a model for new agreements in other Bureau facilities licensed by the Commission for the Blind. The Bureau is preparing the specifications for new contracts to be bid on McCormack Building and Hurley Building cafeterias, to commence on January 1, 1999.

Beth Rivet, an intern from Emmanuel College completed the study, survey, and report, in August 1998. Neil Kilpeck, Patrick Reed, Tammy DelTorto, and Cathleen McGlynn, an intern from the office of Administration and Finance all contributed to the study.

INFORMATION TECHNOLOGY

Since the last reporting period, the Bureau's website has been updated to a new form by using MS Frontpage. Bureau staff is in the process of installing MS Office 97 on eight new PC's.

As a result of the request for \$115,000 in Information Technology Bond money last year, the Bureau of State Office Buildings was awarded the bond money to combine and upgrade the State House access control system, parking system and employee identification into one system that requires the use of only one card.

Bureau staff worked in conjunction with the Information Technology Division to obtain information in order to update the employee identification database in preparation for the new system. The Bureau staff is now preparing to begin major network upgrades.

State House Historic Flags Display Project

A major milestone was reached in this project with the completion of the specifications for modification of the four largest display cases in the Hall of Flags. At a meeting of the Advisory Committee for this project this Spring, it was decided to proceed given funding constraints on modifications to the four largest display cabinets, leaving the modifications of the other four cabinets to a later date. Work on the four cases is expected to commence in August and be completed by the end of September.

Municipal Flag Catalogue:

The Bureau of State Office Buildings has been involved with the Municipal Flag Project since its inception in July of 1993, and is working towards its completion. The Bureau has recently created a flag catalogue to provide visitors with information about the 351 cities and towns in Massachusetts, as well as the flags that represent them. The flag catalogue will serve as an indicator for the location of each flag for the many visitors that come to the State House each day. The catalogue will be located in the Great Hall on the second floor of the State House.

The flag catalogue includes a photograph and the location of the 263 flags that are presently displayed in the Great Hall. To date there are 88 communities that have yet to submit a flag. The communities have been solicited and will continue to be reminded until the Bureau has received a flag. The Bureau expects to upgrade the catalogue and have the information converted to a personal computer when all of the flags have been collected.

Daily Bulletin

The Daily Bulletin has continued to be a successful means of communication between the Bureau and its customers. Hundreds of state employees working in Government Center, including the House and Senate, receives the Daily Bulletin Monday through Friday. Topics in the bulletin include daily and upcoming events held in Government Center, conference room schedules, legislative hearings, staffing schedules, power and/or water shutdowns, fire drills, construction news, cafeteria menus, policy notices and items of interest submitted by individual agencies. Responsibility for the Daily Bulletin has been transferred from Patrick Reed to Cheryl Maher.

ADMINISTRATION

Staff Levels

<u>Employee Type</u>	<u>12/31/96</u>	<u>12/31/97</u>	<u>6/30/98</u>
FTE	64	65	63
Long -term IA 1		1	2
Short-term IA	0	0	0
Consultant	2	6	2
Senior Interns	6	6	6
College Interns	2	3	5

Training

In continuing Bureau stress on the utilization of training opportunities and expanding bases of knowledge, the following educational opportunities were taken:

<u>Name</u>	<u>Course</u>	<u>Date</u>
Cabral	OSD 8 Module RFR Training OSD Comm PASS Overview Training	April 1998
Colborne	360 Degree Feedback OSD 8 Module RFR Training OSD Comm PASS Overview Training	April 1998 April 1998
DeiTorto	Intermediate Windows 95	February 1998
Giordano	Supervising the Marginal Employee	January 1998
Hemond	OSD 8 Module RFR Training OSD Comm PASS Overview Training	April 1998
Kilpeck	New Concepts in Public Management OSD 8 Module RFR Training OSD Comm PASS Overview Training	April 1998 April 1998
Reed	OSD 8 Module RFR Training OSD Comm PASS Overview Training	April 1998
Smith	New Concepts in Public Management OSD 8 Module RFR Training OSD Comm PASS Overview Training	April 1998 April 1998
Wolf	OSD Comm PASS Overview Training	April 1998

OPERATIONS AND ENGINEERING

The Bureau's Operations and Engineering Department successfully managed day to day operations and administered and supervised all service contracts such as mechanical, elevator, trash removal, cleaning, pest control, and conference room bookings to provide better services to customers in the Government Center Complex. This was done with the cooperation of all. Operations staff included the following: managers, administrative staff, engineering staff, and trades people. All had to cooperate and participate during the past six months, while the Department responded to over 6000 various requests from customers for service, booked and set up over 900 meetings, and oversaw 111 outside contract activities.

GENERAL OPERATIONS

Government Center Complex

- Assist Fire and Safety officer with monthly alarm and fire drill testing in high rise buildings.
- Conduct monthly meetings for elevator contractor performance.
- Worked on PTAP Space committee.

Saltonstall Building

- Assisted in the hookup for DOR's informational messaging service.
- Continued to work with Energy Resources to provide a hook up for electrical vehicles.

Nashua Building

- Coordinated elevator stand by for Registry relocation out of building.
- Prepared for total building shut down of all utilities.

TRADES

State House

- Provided for the repair of the 800-amp breaker.
- Provided and installed ultrasonic lighting sensors for the restrooms.
- Illuminated the garage gate.
- Provide and repair test borings in Doric Hall for the Art Commission.
- Repair steps at Doors 1 and 11.

Saltonstall Building

- Reposition and repaired steps from Somerset Street to Plaza.

McCormack Building

- Upgraded and corrected the elevator machine room lighting.
- Renovated the 8th floor men's room partitions.
- Removed all old telephone booths.
- Completed office partitions for the State Ethics Commission.
- Repaired all damaged laminate in elevator lobbies.

ENGINEERING

Mechanical Maintenance

Government Center Complex

Assisted with Government Center underground tanks, testing and corrective actions.

Saltonstall Building

- Performed air balancing.
- Repaired coils S1, S5, and S6.
- Capped off return air ducts to elevator, lower mechanical, and Penthouse machine rooms.
- Instituted new program for daily rounds of all mechanical areas including written checklists.
- Installed new Marlow pump in lower mechanical room.
- Instituted new partial switchover to air conditioning, using secondary loop for heat and interior loop cooling during interim season.
- Punched tubes in all chillers.
- Shut down for winter, cleaned tower and anti freezeed all coils.
- Repaired and rewired all handicap doors.
- Cut and replaced soil pipe for plaza drains.

McCormack Building

- Completed installation of domestic water pumps.
- Continued to air balance office areas in high rise, changing all sheaves, pulleys, and belts to speed up motors on air handlers. Adjusted airflow to all induction units on floors 3-21.
- Cleaned exhaust hoods on cafeteria grill and cooking area.
- Conducted full flow fire pump testing.
- Completed filter change to building systems and all auxiliary systems.
- Installed all new water chemical controllers.
- Cleaned out soil line/storm drains on 1G.
- Installed new automatic operations and controls for 2 handicap doors.

Lindemann Building

- Filter changes.
- Cleaning of cooling towers.
- Punched condenser tubes in absorber.
- Cleaned all chilled water coils in all air handling units.
- Inspected anseal system in kitchens.
- Tested the Emergency Generator.
- Conducted preventative maintenance on the air compressor.
- Cleaned fan coil units.

Elevators

Government Center Complex

- Completed testing of all elevators for yearly certificates.

Saltonstall Building

- Elevator exhaust CFM survey.

Fire Protection/Sprinkler Systems

Saltonstall Building

Worked with the Division of Capital Planning and Operations on sprinkler fire protection project.

MAJOR PROJECTS

Saltonstall

- Member of the Saltonstall Air Quality Taskforce.
- Arranged emergency ceiling repairs/replacement for various Saltonstall office areas.
- Work with Departments of Environmental Protection and Labor and Workforce Development to get waivers on notification for asbestos projects.
- Conducted meetings with tenants regarding air quality/asbestos.
- Worked with the Department of Labor and Workforce Development to develop specialized cleaning process for computer room equipment.
- Managed emergency ceiling penetration and repairs on 13th floor (Travel and Tourism).
- Conduct testing for CO on 20th floor (Division of Banking).
- Worked with BSB consultants for asbestos testing.
- Continued light replacement and institution of ballast work in the evening on OT.
- Attended weekly update meetings on Saltonstall Building Issues.
- Attended weekly update meetings on Saltonstall Relocation.
- Assisted Hygiea Environmental Inc. with air testing.
- Assisted Hygenetics Air Testing performed for the Executive Office of Administration and Finance and House Post Audit Oversight Bureau.
- Conducted AQ seminars for building tenants.
- Measured air on 3rd floor of Saltonstall Building to see results of shutting R-1. CFM, Temp and CO2.

In response to the Saltonstall Building problems, the Operations and Engineering Department was faced with many requests for information regarding the Saltonstall Building. It took a considerable amount of staff time to meet these requests in a timely manner. The Saltonstall Operations and Maintenance Manual had been issued in 1996. As a result of the Saltonstall Building problems, there was a concerted effort to overhaul and update manual and program. In conjunction with the updated manual, procedures were formulated for documentation, handling and temporary storage of ACM.

McCormack

Commonwealth Children's Center Playground

Air quality issues in the Saltonstall Building concerned the parents of children attending the day care center in the McCormack Building, since children could be exposed to asbestos in their playground on the McCormack Plaza due to the proximity of the Saltonstall exhaust. As a result, the Bureau traced the return and exhaust from basement and garage encompassing all ducts and testing the exhaust air quality. Although the results came back with negative traces of asbestos, a decision was made to dismantle the current playground and relocate it to another location.

Commonwealth Childrens' Center

Another improvement in the childcare center was to make the restroom ADA compliant. Bureau personnel worked closely with Division of Capital Planning and Operations to provide a scope of work to comply with ADA guidelines. The Bureau contracted with a plumber from the Operational Services Division trades person contract to effect this project and supplied carpentry and electrical manpower to complete the renovation. In addition the electrical staff updated the electrical exit signs.

Information Technology Division

Operations and Engineering was instrumental in completing contractor renovations in the 8th floor Information Technology Division computer area to bring HRCMS back from the Hurley Building. The Bureau prepared and sent out a Request for Response to disconnect the surplus Liebert unit, worked on the scope for a sprinkler system and fire protection system for the 8th floor, coordinated the repiping of AC15 fan lines from 8th floor loop to chilled water coils on AC15, and oversaw the second phase of floor leveling in the computer area.

Electrical

A major concern in the McCormack Building was the building's lack of electrical capacity to meet the tenant's increasing demand for electrical consumption. The Bureau began a preliminary electrical survey/audit of the building's electric power distribution system with the goal of measuring floor by floor capacity to establish benchmarks for future growth. In addition the Bureau engineers, electrical staff and mechanical maintenance contractor completed electrical closet/transformer preventative maintenance, coordinated the power shut down for main switch gear and maintenance by cleaning, testing and overhauling the two main breakers.

McCormack Cooling Tower

Operations and Engineering assisted Division of Capital Planning and Operations to expedite repairs to make the cooling towers operational by May 1, 1998. A contractor abated the cooling tower and Operations arranged all after hour attendance for cooling tower ACM removal.

Elevator Odor

Over the years the McCormack Building has been plagued with a fowl odor in the cages of its elevators. The problem became acute over the past 6 months and increased. The Bureau spent a considerable effort to correct the problem.

Quality Control

Procurement Management Teams

- Various staff members in Operations and Engineering worked on the following Procurement Management Teams
- Attended meeting with Information Technology Division referencing statewide contract for telephone systems.
 - Continued to work with (Natural Gas Pilot) Request for Response scheduled for advertising in February.
 - Continued to work on Electric Procurement Management Team for consulting Request for Response with bids due on January 21, 1998, scheduled to be awarded by mid February.
 - Continued to work with Operational Services Division's Facilities Procurement Management Team and Tradespersons Procurement Management Team and moving services Procurement Management Team.
 - Worked on cleaning for Procurement Management Team GCC.
 - Attended TSPAG Procurement Management Team meeting on Lucent shared tenant switch.
 - Provided for walk throughs for Procurement Management Team on integrated pest management.
 - Worked on a Procurement Management Team for the installation of an elevator call box system.

Mechanical and Elevator Contracts

The Operations and Engineering Department worked closely with the Division of Capital Planning and Operations to prepare a scope of services and contract specifications for three major maintenance contracts for May advertisement: the State House Mechanical Maintenance, Lindemann Mechanical Maintenance and Government Complex Elevator Maintenance. The three contracts were successfully awarded in June and will commence in the new fiscal year. A major improvement will be that the elevator mechanic will be required to submit at the end of each workday the resolution to elevator complaints for the day. This will greatly improve the accuracy and timeliness of elevator response calls.

Cleaning

The Deputy Superintendent for Operations held monthly meetings with cleaning contractors to discuss performance. Operations designed and implemented monthly and weekly cleaning reports to better measure contractor performance. Operations also improved its enforcement of the current cleaning contracts.

Contractor Work Permits

The Bureau's Operations and Engineering Department provided engineering assistance to various customers for renovations and upgrading office area and oversaw all contractor work permits relative to safety and compliance to Bureau policy and building regulations. In addition the Bureau formulated new codified stipulations for each work order. Operations instituted a sign off by electrical staff indicating the work done was done according to the contractor work permit stipulations and in compliance with all electrical and safety codes. There were 68 contractor work permits issued for 112 jobs. The permits involved 29 agencies and 40 vendors within four Bureau facilities. Several of the major renovations included moving the main Central Reprographics Department out of the McCormack Building and reconfiguring the space on the plaza to house a new Central Reprographics front office and the Central Mail Facility, reconfiguration of Human Resources Department space on the 10th floor to house a teleconferencing and training room, and extensive renovations to the Office for the Commissioner of Probation on the 4th floor.

Building	Agency	Trade Name	Company Name
Lindemann	DMH	Carpentry	Walker Construction Co., Inc.
Lindemann	DMH	Electrical	Walter Fallas Electric
Lindemann	DMH	Office Design	Walker Construction Co., Inc.
Lindemann	DMH	Plumbing	Finnegan Plumbing and Heating
McCormack	AGO	Electrical	Rotman Electrical
McCormack	AGO	Electrical	Mahon Communications
McCormack	AGO	Electrical	Rotman Electrical
McCormack	AGO	Office Design	WB Mason
McCormack	AGO	Office Design	Central Ceilings
McCormack	ATF	Telephone/Data	Mahon Communications
McCormack	CCC	Flooring	New Bedford Floor Covering
McCormack	CCC	Furniture	N.E. School Supply
McCormack	CCC	Plumbing	Mike Russo Plumbing
McCormack	CPF	Furniture	Creative Office Pavillion
McCormack	ETH	Telephone/Data	CCN, Inc.
McCormack	GMR	Electrical	Nardone Electric
McCormack	GMR	Flooring	New Bedford Floor Covering
McCormack	GMR	Furniture	Creative Office Pavillion
McCormack	GMR	Office Design	Central Ceilings
McCormack	GMR	Telephone/Data	Mahon Communications
McCormack	HHS	Electrical	Chiavelli Electric
McCormack	HHS	Furniture	Office Resources
McCormack	HHS	Office Design	Central Ceilings
McCormack	HHS	Telephone/Data	Mahon Communications
McCormack	HRD	Ceiling Tiles	Sigcom
McCormack	HRD	Computers	GE Capital
McCormack	HRD	Electrical	Nardone Electric
McCormack	HRD	Electrical	Nardone Electric
McCormack	HRD	Electrical	Nardone Electric
McCormack	HRD	Electrical	Chiavelli Electric
McCormack	HRD	Electrical	Nardone Electric
McCormack	HRD	Flooring	New Bedford Floor Covering
McCormack	HRD	Flooring	New Bedford Floor Covering
McCormack	HRD	Furniture	Office Resources
McCormack	HRD	Furniture	Creative Office Pavillion
McCormack	HRD	HVAC	Johnson Controls
McCormack	HRD	HVAC	Johnson Controls
McCormack	HRD	Move	Brookline Transfer
McCormack	HRD	Move	Brookline Transfer
McCormack	HRD	Move	Brookline Transfer
McCormack	HRD	Office Design	Central Ceilings
McCormack	HRD	Office Design	Central Ceilings
McCormack	HRD	Office Design	Bluestein
McCormack	HRD	Office Design	Central Ceilings
McCormack	HRD	Telephone/Data	Mahon Communications

McCormack	HRD	Telephone/Data	MCC
McCormack	HRD	Telephone/Data	Mahon Communications
McCormack	HRD	Telephone/Data	Mahon Communications
McCormack	HRD	Video	Imagetell
McCormack	IGO	Security	Pasek
McCormack	TD	Ceiling Tiles	Central Ceilings
McCormack	ITD	Electrical	Nardone Electric
McCormack	ITD	Electrical	Nardone Electric
McCormack	ITD	Electrical	Nardone Electric
McCormack	ITD	Flooring	Nova Sheen
McCormack	ITD	Flooring	New Bedford Floor Covering
McCormack	ITD	Furniture	Creative Office Pavillion
McCormack	ITD	Office Design	Central Ceilings
McCormack	ITD	Telephone/Data	Mahon Communications
McCormack	ITD	Telephone/Data	CCN, Inc.
McCormack	ITD	Telephone/Data	Mahon Communications
McCormack	JLM	Telephone/Data	Lucent Technologies
McCormack	JLM	Telephone/Data	Mahon Communications
McCormack	LOT	Electrical	Kinsman Electric
McCormack	LOT	Move	Personal Movers
McCormack	LOT	Office Design	KC Malone
McCormack	LOT	Office Design	Mullen and Associates
McCormack	LOT	Office Design	Central Ceilings
McCormack	OFC	Filing Systems	Systematics, Inc.
McCormack	OSC	Carpentry	Central Ceilings
McCormack	OSC	Office Design	Office Resources
McCormack	OSD	Electrical	Nardone Electric
McCormack	OSD	Electrical	Nardone Electric
McCormack	OSD	Flooring	New Bedford Floor Covering
McCormack	OSD	Flooring	Unknown
McCormack	OSD	Furniture	Affordable Interiors
McCormack	OSD	Office Design	Central Ceilings
McCormack	OSD	Telephone/Data	Mahon Communications
McCormack	PER	Move	Spry
McCormack	PRO	Electrical	Capital Projects
McCormack	PRO	Filing Systems	Systematics, Inc.
McCormack	PRO	Flooring	Nova Sheen
McCormack	PRO	Furniture	McCarthy Brothers
McCormack	PRO	Furniture	Creative Office Pavillion
McCormack	PRO	Office Design	Central Ceilings
McCormack	PRO	Telephone/Data	JCI Communications
McCormack	RGT	Electrical	Design Wiring
McCormack	RGT	Office Design	Central Ceilings
McCormack	RGT	Telephone/Data	Lucent Technologies
McCormack	SCA	Office Design	Bluestein
McCormack	SOS	AQ	Environmental Health & Engineering
McCormack	SOS	Electrical	Chiavelli Electric

McCormack	SOS	Furniture	N.E. School Supply
McCormack	SRC	Telephone/Data	Lucent Technologies
McCormack	TRE	Electrical	Chiavelli Electric
McCormack	TRE	Office Design	Central Ceilings
McCormack	TRE	Telephone/Data	JCI Communications
McCormack	TRE	Telephone/Data	JCI Communications
Saltonstall	DOR	Blinds	ENSA
Saltonstall	DOR	Electrical	Nardone Electric
Saltonstall	DOR	Office Design	Central Ceilings
Saltonstall	DTE	Computers	CCN, Inc.
Saltonstall	DTE	Electrical	Chiavelli Electric
Saltonstall	DTE	Telephone/Data	CCN, Inc.
Saltonstall	ENE	Electrical	Four Seasons Electric Inc.
Saltonstall	LRC	Telephone/Data	Mahon Communications
State House	GOV	Furniture	Office Resources
State House	GOV	Telephone/Data	JCI Communications
State House	HOU	Furniture	Bluestein
State House	HOU	Move	Unknown
State House	HOU	Office Design	Central Ceilings
State House	HOU	Telephone/Data	JCI Communications

Permit Breakdown

- 1 Air Quality Testing work permit (1 contractor)
- 1 Blind work permit (1 contractor)
- 2 Carpentry work permits (2 contractors)
- 2 Ceiling Tile Replacement work permits (2 contractors)
- 2 Computer work permits (2 contractors)
- 24 Electrical work permits (9 contractors)
- 2 Filing System work permits (1 contractor)
- 9 Flooring work permits (2 contractors)
- 13 Office Furniture work permits (6 contractors)
- 2 Plumbing work permits (2 contractors)
- 1 Security work permit (1 contractor)
- 23 Telephone/Data work permits (5 contractors)
- 1 Video Equipment Installer work permit (1 contractor)

Quality Assurance

The Bureau's Operations Department attempted to track all tenant complaints to completion. Below is a table of the types of calls Operations responded to and logged into the Operations database during the last six months. This represents a decrease in the number of logged calls. Operations had an estimated target of tracking 85% of the tenant complaint requests and, unfortunately, failed to meet this goal. Several new types of problems were identified to provide better tracking for managers. More concerted efforts were made to call back tenants to determine their satisfaction with the Bureau's performance. Another measure of customer satisfaction is the number of times a tenant has to call about a particular problem before it is finally resolved to their satisfaction.

TENANT COMPLAINTS/REQUESTS BY BUILDING AND TYPE

	<i>Hurley</i>	<i>Lindemann</i>	<i>McCormack</i>	<i>Nashua</i>	<i>Saltonstall</i>	<i>State House</i>	<i>Total</i>
<i>Air Quality</i>							
Air Quality			5		28	1	34
Ceiling			25		81		106
Fumes			22		29	5	56
Want Report			1		10		11
<i>Mechanical Maintenance</i>							
Cafeteria		12	1		2		15
Codes			7		7		14
Computer	25		20				25
Fan	1		22		32		55
HVAC		4	19		8	10	41
Leaks	1	15	29		20	20	95
Plumbing		72	414		208	106	800
Recirculation					7		7
Hot/Cold		30	153		144	119	446
<i>Cleaners</i>							
Blinds			23		50		73
General			78		141		219
Graffiti			2		8		10
Restrooms			137		111		248
Spills			83		53		136
Trash			38		10	1	49
Vacuum			91		41		132
<i>Safety</i>							
McCormack			74				74
Low Rise							
Elevator	10	56	201	1	284	149	710
Falls			3		1		4
Public Address System			28		6	1	35
Miscellaneous	1	17	40		35	5	98
<i>Pests</i>							
Dead mice			27		32		59
Mice/other pests		106	84		87		277
<i>Electrical</i>							

No power	1	4	55		89	5	154
Miscellaneous Electrical Lights	1	10	68		33	123	235
		157	824		521	7	1509
Miscellaneous Building							
Need Keys		2	31	2	16		51
Locked Out	2		40		25	1	68
Locksmith	3	5	81	1	19		109
Miscellaneous	4	23	331	2	181	45	586
Move			16		26	1	43
Parking		4	9		9	1	23
Phones			3				3
Setup			22		14	1	37
Signs			16		4	2	22
Smoking			7		8		15
Surplus			9		3		12
Window			29		4		33
Trash/ Recycling							
Need Hamper			92		90		182
Need White Paper			32		70	2	104
	49	517	3292	6	2547	615	7017

Work Orders

Not every call/complaint generates a work order, but work orders are one system utilized by the Bureau to track work completed and how long it has taken to complete the work. Work orders are also a good documentation tool. Operations continued its efforts to improve the quality of work orders. Operations continued to produce weekly outstanding work order lists and distribute them to building and Bureau managers. Several types of work orders were added to the weekly list (Lights in the Saltonstall Building, JCI, ARP, and Cleaning). These lists have provided managers the opportunity to determine what work is being done and what work remains outstanding.

WORK ORDERS BY TRADE AND BUILDING

January -June 1998

	<i>Hurley</i>	<i>Lindemann</i>	<i>McCormack</i>	<i>Nashua</i>	<i>Saltonstall</i>	<i>State House</i>	<i>Total</i>
Trades							
Carpenter		5	96	1	28	23	153
Electrician			139		77	134	350
Mason		7	25		46	16	94
Painting	2	7	52	1	15	1	78
Cleaning							
Empire			81				81
JJS					25		25
Mechanical							
Maintenance							
JCI	1	137	541		308	261	1248
Miscellaneous							
Building							
Locksmith	3	7	111	3	33		155
Maintenance		28	185		136	28	377
Saltonstall							
ARP	2	1			46		49
Lights		157	824		521		1509
	8	348	2054	5	1235	463	4113

In addition to these reports, Operations produced the monthly elevator reports by occurrence as well as a new report by car helping the Engineering Department and elevator mechanics pin point problems with particular cars. Cleaning reports on the months cleaning complaints are produced prior to the monthly meeting with the cleaning company. In addition, numerous reports were produced on an as needed basis to help identify problems for managers.

Miscellaneous

Conference Rooms

The Bureau provides several conference rooms for state agency use and is always trying to improve its services. To accommodate the needs of these agencies, the Bureau purchased two detachable podiums, a new sound system and a VCR for the McCormack 21st floor conference rooms. The carpenters built housing for the VCR to prevent theft as well as rebuilt the conference room doors. Bureau staff were able to find usable equipment in state surplus, such as pull down screens and an overhead projector. Operations updated its procedures and application form. The Bureau has also made it easier for agencies to obtain conference room information by putting the application and procedures on the Bureau's web page. The carpenters were also able to improve function services at the State House with the construction of two new oak podiums and one walnut podium.

Other Functions

The Bureau was able to accommodate various film shoots set up by the Massachusetts Film Bureau and the Comptroller's Office in its conference rooms and on the roof. Functions in the lobby included Child Care Center book and bake sales, Girl Scout Cookie sales, Office of Dispute Resolution and Attorney General Displays as well as the Office for Childcare Services Investment in Children's Program. In years past the Group Insurance Commission held their health fair in the lobby. Due to reduced space in the lobby with the new security equipment, the Bureau moved the health fair to the Cafeteria function room.

Snow Removal Season

The Bureau had a very successful snow removal season with a minimum of injuries to pedestrians. Although the primary cause was the cooperation of Mother Nature. The new pick up truck was invaluable during snow removal. The Bureau was able to spend fewer funds on overtime for snow removal and divert that money to other uses such as the Saltonstall Building.

Lost and Found

With the new security system, Operations Lost and Found has expanded. It was necessary to reevaluate the procedures used to log and maintain the lost and found items. A computerized system was developed and implemented to better track items.

Daily Bulletin

Operations contributed greatly to the Daily Bulletin by suggesting recurring articles and publicizing building events. A considerable amount of type was devoted to updating the public meetings and daily meetings for the Daily Bulletin. In addition, Operations maintains a database of all persons receiving the Daily Bulletin, liaisons, department heads, and regular customers. The constant change in state employee personnel always makes for a challenge in keeping this database accurate and up-to-date.

Staff

DOC CREW

The success the Bureau had in meeting its tenants needs and the successful snow removal season is all the more impressive when it is realized Operations was without the assistance of a community crew throughout most of this time. Community Crew members assist the Bureau greatly in snow removal operations and with tasks as groundskeeping and moving. Without the Community Crew from January through May, these tasks were performed by Bureau personnel.

Staff

In addition to the loss of the Community Team, Operations was short staffed through most of this time by three FTE's. John Orlando was assigned to the Nashua Street Parking facility. Another Lindemann employee, Donald Condon, was out necessitating a temporary shift in personnel from the McCormack Building to service the Lindemann. The Saltonstall Building, already short on laborers, lost another employee for several months, Arthur O'Connell. These absences greatly affected the ability of buildings to be adequately manned to meet tenant needs. From January to May the Bureau was able to contract out with a carpenter to assist various carpentry needs. He was invaluable in helping the carpenters keep up with the demands for their work.

MASSACHUSETTS ART COMMISSION

The Art Commission continued its program of conservation and preservation of the State House Art Collection with the following projects:

House Chamber restorations

The Art Commission assisted the Speaker's Office with several aspects of the restoration of the House Chamber during this past winter, including the de-installation, cleaning and conservation treatment of the "historic" Codfish. The Art Collections Manager worked closely with conservators from the Society for the Preservation of New England Antiquities in determining the course of the first professional conservation treatment the cod has received in modern times. Cleaning, infilling and inpainting, as well as major repair to one of the fins, was required by the cod before it was reinstalled prior the start of the new legislative session.

In consultation with the Speaker's Office, the conservation of the Albert Herter murals in the Chamber, originally planned to be included in this phase of the Chamber restoration, was not undertaken as there was insufficient time to allow all procedures to be implemented properly. For the safety of the murals permission was granted by the Speaker to postpone treatment until the fall recess. Arrangements have now been made for this work to begin in September.

Pastel conservation

The T. K. McClintock Ltd. conservation studio, Somerville, treated two small but important pastel portraits of General Sir Thomas Gage (American, mid-19th century) and Denys DeBerdt (English, c. 1770). Due to the fragile nature of these works on paper, the pastels have been off-display for several years. In addition to tears, accumulated build-up of dust, grime and some mold, they were improperly framed for continuous display under any conditions. The portraits were unframed, cleaned and repaired by conservators with expertise in the treatment of pastels, rematted and backed using archival materials, and, in the case of the Gage portrait, reframed with ultra-violet light filtering glass to permit exhibition in Doric Hall. Their period 18th and 19th century frames had suffered over the years from abrasion and loss of carved and cast gilt ornamentation. The frames and mats were repaired and regilded as necessary under sub-contract to Susan Jackson of Harvard.

Muskets from the Battle of Lexington, Senate Chamber

The Art Commission has been monitoring the condition of the two 18th century muskets from the Battle of Lexington, and has long expressed concern over the deteriorating condition of these firearms, particularly of the iron components. With permission from the Senate President the Art Commission contracted with Daniel Cullity of East Sandwich, to undertake the conservation of these historic artifacts. With an eye toward arresting active

corrosion, and re-juvenating the dry wooden stocks, Mr. Cullity, an antique firearms conservation specialist, cleaned and oiled the muskets, waxed the stocks, and reinstalled the muskets in the Senate Chamber with new hardware.

Sixth Regiment Memorial mural - water damage

Water leaks in the roof and faulty drainpipes caused water damage over the winter to the left panel of the Sixth Regiment Memorial mural on the third floor. Because the murals had been recently cleaned and revarnished, the panel received only surface disfiguration from plaster drips. The source of the leaks was located and successfully repaired allowing the Art Commission to address the mural. Gianfranco Pocobene of Malden, who originally treated the murals in 1992, cleaned the accretions and reformed the varnish layer on the mural. The narrow strip to the left of the vent box is not original to the mural, and the plaster in this area was repainted.

ACQUISITIONS

The Art Commission is pleased to catalogue one new acquisition into the Art Collection: The Bulfinch Bi-Centennial plaque was unveiled in Doric Hall on January 11 in commemoration of the 200th anniversary of the opening of the Bulfinch State House in 1798. The Art Commission also approved of the brief removal of the 1898 Charles Bulfinch plaque to Skylight Studios in Woburn where the top and bottom cornices were reproduced for inclusion on the Bi-Centennial plaque, fabrication of which was completed in June.

The Art Commission continues to advise on several committees developing memorials for the collection, notably the Women's Leadership Memorial of which both the Art Collections Manager and one member of the Commission serve on the Steering Committee. The Commission secured necessary engineering and other space use reports to be included in the artist's specifications packet, and has been working closely with the Massachusetts Foundation for the Humanities, sponsoring organization, in developing bid specifications and the artist's contract.

PUBLIC INFORMATION

The Art Commission office continues to serve as a resource for information and images of objects in the art and artifact collections. Its research files, and photo archives, in particular, are continuously tapped for information and images for scholarly publications on art and history, school texts, exhibitions, documentaries, as well as personal research. In lieu of a user fee, the Commission request courtesy copies of all publications which feature images from the art and artifact collections, and our growing library attests to the variety of ways in which the collection has served historical and scholarly interests. In addition, the Art Commission addresses requests for information and images from the state's historic battle flag collection for educational and scholarly use.

The location of the Commission's office in the Grand Army of the Republic Memorial Room allows this space to remain open on a limited basis to visitors interested in Massachusetts' Shrine to its Civil War Veterans, as well as to researchers interested in its library of Grand Army history and post records.

MASS. SOB 1.1/2: 998/ Jul-Dec

Bureau of State Office Buildings

GOVERNMENT DOCUMENTS
COLLECTION

Report of Activities and Accomplishments

July 1, 1998 through December 31, 1998

2000
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OVERVIEW

Providing for cleaner facilities was a major goal during this period. Bureau staff worked diligently to write the specifications for a new contract for cleaning, trash removal, and recycling services for three buildings, including the State House, and the exterior windows of the State House and McCormack Building were cleaned for the first time in several years. The artwork murals in the House Chamber were cleaned and complement the Chamber's new paint job. The Senate Reading Room and lobby were painted and new carpet was installed in the Senate lobby.

Moves and preparations for moves from the Saltonstall Building continued to occur throughout this period.

Concentrated efforts were made to improve the management of the Western Massachusetts buildings. Charles Wolf was assigned the responsibility for overseeing the Pittsfield and Springfield buildings and for managing over \$500,000 worth of Chapter 88-funded projects to improve parking areas, HVAC systems, and the building exteriors.

The annual Christmas tree lighting ceremony, the swearing-in of the new Legislature, and the Inauguration of the Governor and Lieutenant Governor required much preparation and consumed staff time, but were deemed successful. Other agency and private events were held in Bureau facilities, and the user fee rate structure was changed to reflect increased costs.

Parking, while not highly visible, required much staff time. Arranging for changes in assignment for elected officials and personnel, the Nashua Street lot closure and relocation of Nashua Street customers, and preparations for the conversion to a single-card system were among the accomplishments.

The Bureau addressed environmental concerns by testing and replacing or closing underground storage tanks, completing mandated environmental audits of its facilities, and improving the recycling programs through the new cleaning contract.

The Bureau made better use of the resources of the Central Business Office, developing policies that provided for better business practices and improved customer and vendor relations.

Other major projects included the modernization of electric switchgear in the McCormack Building, elevator door closure improvements, and modernization of the daycare center bathroom and playground. The maintenance of the McCormack and Saltonstall garage doors is an issue the Bureau is working to resolve with its mechanical contractor, Johnson Controls. The Division of Capital Asset Management has been helpful in completing or assisting in these projects.

A new contract was awarded for food service in Bureau facilities. *A&R Food Service*, previously held the contract and was selected over four other bidders to provide service for up to ten years, beginning January 1, 1999.

SAFETY AND SECURITY

Access Control

A Procurement Management Team (PMT) was formed to obtain a new card access system using Year 2000 funding from the Information Technology Division. The PMT included representatives from a number of agencies having an interest and/or expertise in access control, including the Department of Revenue, the Office of the Attorney General, the Department of Employment Training, the Massachusetts State Police, and the Bureau of State Office Buildings.

The procurement had two main purposes: to bring the existing Government Center access control systems up to Year 2000 compliance, and to reduce the number of access cards needed by authorized individuals to access identified buildings and parking garages. Additionally, the Request for Response (RFR) established a contract for future purchases, installations, service and maintenance of access control equipment and other security items.

Maintenance of the existing access control system continued smoothly. The database information was matched against the official state payroll records and those who have left state service were removed. This consolidation has simplified the retrieval of identification cards from departing employees.

William Kingkade, the Card Access System Coordinator, is responsible for the maintenance of the access control database and for the oversight of all parking operations. During this reporting period, a schedule was established for the taking of employee identification card photographs. An employee who needs to have a photo image captured for an identification card can do so any Tuesday or Thursday from 10am-2pm. Also during this reporting period, the Senate and the House of Representatives began the process of having identification cards issued for all staff. The Bureau is currently working with Bob Cawley of the Senate Personnel Office regarding badge design. The Bureau estimates that this project will be completed during the early part of 1999.

State Police Partnership

This period saw a change in State Police personnel and coverage. Sgt. Kerry McHugh moved to the Executive Office of Public Safety. Lt. Brian Greeley assumed the command of the Government Center Troop with the assistance of Sgt. Charles Hanko.

As a result of the shooting at the United States Capitol last summer, Governor Cellucci ordered the return of the State Police to the State House. The State House is now patrolled by the State Police twenty-four hours per day, seven days per week. This has resulted in many positive comments from State House officials and employees. Lt. Greeley individually interviewed and selected all Troopers assigned to the State House. The selected Troopers bring a range of highly specialized skills to their posts including expertise in hostage negotiations, bombs, and building security.

Together, the Bureau's security department and the State Police drafted proposals for State House leaders to consider regarding the future of overall safety and security in the State House. The Bureau supports the return of the State Police on a full time basis and maintains that it is critical for all State House employees to know that the State Police are the first to be contacted in an emergency situation. The responsibility for monitoring parking around the perimeter of the State House will remain with the MDC Park Rangers.

Contract Guard Services

Reliable Guard Service continues to provide satisfactory service for the operation of the metal detectors and X-ray machines in the lobby areas of the McCormack and Saltonstall Buildings. They are able to respond on short notice to the occasional need for extra coverage and overall post coverage is close to 100%. *Reliable Guard Service* provides ongoing training to all guards in the use of metal detectors and X-ray machines.

The Department of Employment Training awarded the guard service contract for the Hurley Building to *Reliable Guard Service* as well. Due to the close proximity, the Bureau and the Department of Employment and Training entered into negotiations with *Reliable Guard Service* to allow the two agencies to share a site supervisor. This partnership will result in savings for the Bureau. Ideally, a portion of the savings will be put towards an hourly rate increase for the guards, allowing *Reliable Guard Service* to retain employees of high caliber.

Fire Systems and Safety

The annual State House fire drill was held on August 7, 1998, with all sectors evacuating within nine minutes. The 1997 evacuation time was seven minutes. The goal for the future is to ensure that all State House employees know their assigned exits and travel paths when an alarm is activated.

In October, the Bureau's Director of Security held a meeting for Fire Wardens in the McCormack and Saltonstall Buildings to provide a general review of evacuation procedures, to reaffirm the importance of participation during the monthly fire drills, and to encourage the Wardens to keep team positions full at all times.

Individual emergency preparedness meetings were held with teams from Information Technology Division, the Division of Capital Asset Management, the Office of the Attorney General, and the State Comptroller's Office. Topics of discussion included the safety of disabled staff and elevator usage during emergencies.

Testing of all buildings' fire alarm systems continued on routine monthly schedules by the Bureau's fire systems maintenance contractor, *Simplex Time Recorder*. The service and response provided by *Simplex* continues to be better than average. Semi-annual sprinkler system tests were conducted in the fall with no problems detected.

On July 1, *Simplex Time Recorder* began servicing the fire systems for the State House, as well as the McCormack, Hurley, and Lindemann Buildings. Accomplishments this period include the following:

- Installation and upgrade of the fire panel and related devices at the Hurley Building.
- Completion of the tie-in of three devices from the House Chamber to the fire panel at the State House.
- Extension of the sprinkler heads in Room 72 of the State House.
- Installation of heat detectors in a storage area of the Hurley and Lindemann garage.

The services provided by *Norel Fire Service* for the warranty period of the Saltonstall Building's new fire panel has been unreliable and generally unsatisfactory. In one instance, *Norel* failed to reset the fire safety system in a timely manner. The company has been made aware of its inexcusable performance. As a result of *Norel's* poor performance, the Bureau is assessing the feasibility of having its fire system maintenance contractor assume responsibility for the system at the Saltonstall Building.

Procurement Management Teams

During this reporting period, Bureau security staff contributed to three Procurement Management Teams (PMTs). Randy Cabral and Robert Brimer served on the Operational Services Division's Locks and Accessories PMT, Randy Cabral and Will Kingcade served on the Bureau's internal PMT for Access Control, and Randy Cabral served on the PMT for Security Guard Services in the Hurley Building.

STATE HOUSE OPERATIONS

Daily Operations and State House Contracts

The focus of State House Operations has been to continue providing a high level of service to State House customers through efficiency in its day-to-day operations. The heating system was brought on-line on October 15, 1998 without any problems.

During this reporting period, the Bureau awarded an innovative cleaning contract which includes cleaning, recycling, and trash hauling. Formerly these services were provided through four separate contracts. The Procurement Management Team worked for several months to develop a Request for Response which would combine these services and extend a higher level of service to Government Center customers. The contract was awarded to *UNICCO-Integrated Facilities Services* on September 1, 1998. To date, the results have been very positive. The daily cleaning is much improved over the previous contract and recycling has almost tripled. Preliminary numbers indicate that the Bureau will likely see some savings in trash hauling over previous years due to the success of the new recycling program. *UNICCO* still needs improvement in the timely completion of project work. Bureau staff members are working closely with *UNICCO* managers to ensure the success of the contract.

The integrated pest management contract currently held by *Pest End Inc.* continues to operate smoothly. The complaint log which was implemented last fiscal year has worked well to provide timely information to the contractor. The Bureau has also worked with the Boston Health Department and has implemented several of BHD's recommendations for the elimination of pest problems in the State House.

The new elevator contract with *Delta/Beckwith Elevator* continues to be monitored closely. In recent months there has been an increase in the number of reported problems with the elevator outside of the Governor's Office, car number 12. The Director of State House Operations and the Bureau's engineering department have consulted with *Delta/Beckwith Elevator* representatives to seek a timely solution.

A new mechanical maintenance contract was developed and awarded to *Johnson Controls World Service*. The new contract includes the continued maintenance of State House mechanical systems, as well as several improvement projects. Among the projects completed was the replacement of induction unit valves on the fifth floor of the west wing. Work on the balance of the west wing floors will take place during future swing periods between the heating and cooling seasons. When this work is completed, State House customers will be better able to control the temperature of individual offices. Also included in the new contract specifications was a project to replace antiquated faucets in those restrooms that were not renovated as part of the ADA project.

Function Statistics

	<u>FY 98-Part I</u>	<u>FY 98-Part II</u>	<u>FY99-Part I</u>
Number of State House events requiring Bureau staff assistance:	216	366	307
Number of after-hours functions booked:	30	37	26
Number of after-hours functions actually held:	28	32	23
User fees collected:	\$11,700	\$15,000	\$14,250
Bureau costs collected	\$10,350	\$10,975	\$10,325
Cleaning costs collected (for cleaning contractor):	\$6,450	\$6,502	\$ 5,100
State House Special Event Fund Balance	\$70,300	\$79,869	\$61,595

ADMINISTRATION

General Counsel

The position of General Counsel to the Bureau of State Office Buildings was created in September 1998. The General Counsel serves as part of the management team and provides legal, policy and procedural advice in a number of areas including contract procurement and interpretation, labor relations, freedom of information requests, public safety laws, and pending legislation pertinent to the agency. The General Counsel is responsible for representing the Bureau at administrative law hearings, reviewing and organizing policies and procedures, and providing assistance to the Superintendent, Deputy Superintendent and other Bureau staff.

Information Technology

Since the last reporting period, the installation of MS Office 97 has been completed on eight new personal computers. The Bureau was also able to complete the configuration and set-up of a new server. The completion of this project will keep the Bureau in compliance with the Information Technology Division's standards beyond the year 2000.

Two-thirds of the Year 2000 Access project has been completed. The remaining work is scheduled to begin in March 1999.

During this past reporting period accomplishments of the Bureau's Director of Data and Telecommunications include:

- Membership on the Government Center Access Control System Procurement Management Team.
- Assistance to the Card Access System Coordinator, providing access to the Information Technology Division's warehouse of payroll listings of all current state employees. This information facilitated the purging of inaccurate information from the database.
- The installation of a Year 2000-compliant telephone system for the Operations and Engineering Office.


Daily Bulletin

The circulation of the Daily Bulletin continues to grow. The Daily Bulletin is sent via e-mail to over 800 individuals and is quite favorably received. The Daily Bulletin serves as an informational tool used to disseminate news, schedules, and advisories to Customers quickly and easily. Daily Bulletin topics include public and daily meetings, training opportunities, building events and recurring informational articles.

Agency Liaison Meetings

To introduce the new cleaning, trash removal, and recycling contractor, the Bureau held a series of liaison meetings for agencies in the State House, McCormack, and Hurley Buildings. The cleaning contractor gave a history of the company, explained the contracted services, and introduced the desk-side recycling program. These meetings created the forum to review the services offered by the Bureau, to introduce members of the State Police and the new Government Center Complex Project Manager for *Johnson Controls*, and to describe the implementation of the integrated pest management program.

Staff Levels

<u>Employee Type</u>	<u>12/31/97</u>	<u>6/30/98</u>	<u>12/31/98</u>
FTE	65	63	65
Long Term IA	1	2	2
Short Term IA	0	0	0
 Consultant	6	2	2
Senior Interns	6	6	6
College Interns	3	5	3

Training

The Bureau continues to encourage its employees to take advantage of training opportunities and to expand their bases of knowledge. Bureau staff members availed themselves of the following educational opportunities during this reporting period:

Name	Class	Date
Brimer, Robert	Work Organization	October 1998
Brimer, Robert	Introduction to Personal Computers	December 1998
Cabral, Randy	Core Writing Skills	October 1998
Cabral, Randy	Introduction to MS Access	December 1998
Colborne, Leo	Stress Management	November 1998
DeGregorio, Joanne	Mail Merge for Documents and Envelopes	October 1998
DeGregorio, Joanne	Word-Headers, Footers and Forms	November 1998
DeTorto, Tammy	Core Writing Skills	October 1998
DeTorto, Tammy	OSD Comm-PASS Overview Training	September 1998
DeTorto, Tammy	HRD's Breakfast Roundtable Management Series	Various Dates 1998
Denniston, Elaine	OSD Comm-PASS Overview Training	September 1998
Denniston, Elaine	Advanced Access 7.0	October 1998
Denniston, Elaine	Access Application Development	November 1998
Denniston, Elaine	HRD's Breakfast Roundtable Management Series	Various Dates 1998
Hemond, Elizabeth	Intermediate Writing	November 1998
Kingkade, William	OSD Comm-PASS Overview Training	September 1998
Kingkade, William	Conflict of Interest Seminar	October 1998
Kingkade, William	Introduction to MS Access	December 1998
Lee, Catherine	Conflict of Interest Seminar	October 1998
Lee, Catherine	Sexual Harassment Training	October 1998
Lee, Catherine	HRD's Breakfast Roundtable Management Series	Various Dates 1998
Lee, Catherine	Employee Performance Review System	October 1998
Maher, Cheryl	Domestic Violence Training	August 1998
Maher, Cheryl	OSD Comm PASS Overview Training	September 1998
Maher, Cheryl	OSD 8 Module RFR Training	October 1998
Maher, Cheryl	Conflict of Interest Seminar	October 1998
Maher, Cheryl	Sexual Harassment Training	October 1998
Maher, Cheryl	Employee Performance Review System	October 1998
Maher, Cheryl	Core Writing Skills	October 1998
Maher, Cheryl	Customer Relations	October 1998
Maher, Cheryl	HRD's Breakfast Roundtable Management Series	Various Dates 1998
Reed, Patrick	HRD's Breakfast Roundtable Management Series	Various Dates 1998
Rodriguez, Ruth	Introduction to Windows 95	October 1998
Rodriguez, Ruth	Introduction to Excel	November 1998

OPERATIONS AND ENGINEERING

The Bureau's Operations and Engineering Department successfully managed day-to-day operations, supervised all service contracts, including mechanical maintenance, elevator repair and maintenance, trash removal, cleaning and pest control, and managed the scheduling of conference rooms to provide better services to customers in the Government Center Complex. This was done with the cooperation of all Operations staff: the building operations staff, engineering staff, and trades people. During the past six months, Operations responded to over 6100 various customer requests, booked and set up over 843 meetings, and oversaw 74 outside contract activities. Some of the major projects involving Operations staff include the following:

Major Projects

Saltonstall Building

- Facilitated and coordinated the moves of several agencies (loading dock coverage, moving, and cleaning).
- Participated in the Saltonstall Air Quality Taskforce.
- Arranged emergency ceiling repairs/replacements for various Saltonstall office areas.
- Worked with Departments of Environmental Protection and Labor and Industries to obtain waivers on notification for asbestos projects.
- Continued light bulb replacement and scheduled overtime for all ballast work during evening hours.
- Attended weekly update meetings on Saltonstall Building Issues.
- Participated as a member of the Saltonstall Relocation Task Force.
- Window Glass Replacement.

The Bureau expended funds as follows for overtime work necessitated by the presence of asbestos in the Saltonstall Building:

	Total Hours	Cost
Bureau staff:	712	\$15,594.45
Mechanical maintenance Contractor:		\$34,257.15

McCormack Building

Locker Renovation

The Bureau's Operations Department undertook a renovation of the men's shower room. Previously many customers regularly used the facilities without the knowledge of Bureau staff. This year, all users were identified and entered into a database. The Bureau purchased and installed three benches for the locker room and had the ceiling painted. Additionally, the Bureau purchased twenty new lockers which will accommodate all interested customers. Reminders will be mailed out to current users every six months to maintain a list of active locker users.

McCormack Building Elevators

During this past reporting period, the McCormack Building continued to be plagued with vandalism in its low-rise elevator cars. The problem has subsided, but continues to be a nuisance. The Bureau's new elevator contractor replaced all sills and flooring in the low-rise cars in the fall of 1998.

Quality Control

Procurement Management Teams

Various staff members from the Operations and Engineering Department participated as members of Procurement Management Teams. The Operations and Engineering Department worked with the Operational Services Division's Office of Vehicle Management to obtain a new pick-up truck. Additionally, in order to fully utilize the DOC Community Crews the Bureau traded in its large El Dorado bus for a 15-passenger van.

Cafeteria Procurement Management Team

Members of the Operations Department were part of the Procurement Management Team that drafted a Request for Response (RFR) for new cafeteria services. The Bureau expended \$8,500 to hire a consultant to help draft and evaluate responses to the RFR. The contract was expanded to include both the Hurley and McCormack Buildings for ten years, as well as service in the Saltonstall Building until it is no longer viable to maintain operations on the fourteenth floor.

Elevator Contract

The Operations and Engineering Department has worked closely with the new elevator contractor, *Delta/Beckwith*, to improve elevator service, and continues to monitor the contract closely.

Cleaning

The Operations Department contributed to the development of the Request for Response for the new cleaning, recycling, and trash removal services contract. The contract was awarded to *UNICCO*. Although cleaning services have improved substantially, the Operations Department continues to monitor the work of the contractor to ensure compliance with the contract.

Contractor Work Permits

The Bureau's Operations and Engineering Department provided engineering assistance to various customers for renovations to and upgrading of office areas, and oversaw all contractor work permits relative to safety and compliance with Bureau policy and building regulations. In addition, the Bureau formulated new stipulations which were attached to each work order. A sign-off was instituted for the electrical staff to attest that the work was completed according to the contractor work permit stipulations and in compliance with all electrical and safety codes. There were 39 contractor work permits issued for 74 jobs. The permits involved 18 agencies and 29 vendors within four Bureau facilities. Several of the major renovations included the offices of the Lottery Commission, the State Auditor, Victim and Witness Assistance and HRD's Worker's Compensation Litigation Unit.

Permit Breakdown:

- 3 Carpentry work permits (1 contractor)*
- 12 Electrical work permits (4 contractors)*
- 1 Filing System work permit (1 contractor)*
- 9 Flooring work permits (2 contractors)*
- 4 Furniture Installation work permits (3 contractors)*
- 1 HVAC work permit (1 contractor)*
- 3 Moving work permits (3 contractors)*
- 14 Office Design work permits (5 contractors)*
- 1 Painting work permit (1 contractor)*
- 1 Plumbing work permit (1 contractor)*
- 2 Security work permits (2 contractors)*
- 22 Telephone/Data work permits (8 contractors)*
- 1 Video Equipment Installer work permit (1 contractor)*

Quality Assurance

During this reporting period, the Operations Department attempted to track all customer complaints to completion. The following table shows the types of calls Operations responded to and logged into the Operations database during the last six months. The number of calls logged reflects a decrease over the prior six-month period. Operations had hoped to track 85% of the customer complaints and requests but, unfortunately, fell short of this goal.

Several new categories of problems were identified to provide better tracking for managers. Concerted efforts were made to call customers to determine their level of satisfaction with the Bureau's performance. Another measure of customer satisfaction is the number of times a customer has to inquire about a particular problem before it is finally resolved to satisfaction. Operations was more diligent in tracking duplicate calls. In at least 374 instances, a customer had to make more than one request to get favorable results. The Deputy Superintendent for Operations and the Office Manager are working on a plan to improve the tracking of customer complaints and requests.

CUSTOMER COMPLAINTS/REQUESTS BY BUILDING AND TYPE

July - December 1998

	Gov't Center	Hurley	Lindemann	McCormack	Saltonstall	State House	Total
Air Quality							
Air Quality					4		4
Ceiling				22	33	1	56
Fumes		1	3	16	27		47
Report Results					3		3
Mechanical Maintenance							
Cafeteria			9		1		10
Codes				11	5		16
Computer		3		12	1		16
Fan				18	7		25
HVAC		1	5	24	12		42
Leak			37	29	24	1	91
Plumbing		2	71	181	166	2	422
Recirculation					6		6
Hot/Cold			68	261	151	3	483
Cleaners							
Floors				23	35		58
General				96	117	1	214
Graffiti				4	4		8
Clean				14	37		51
Restrooms				102	64	3	169
Spills				91	29	3	123
Trash Removal				146	24	3	173
Vacuuming				117	37		154
Safety							
Low Rise Problem				44			44
Elevator		3	71	209	219	101	603
PA System				25	2		27
Miscellaneous		3	12	14	29	5	63
Pests							
Dead mice				58	54		112
Mice/other pests			105	162	120	1	388

	Gov't Center	Hurley	Lindemann	McCormack	Saltonstall	State House	Total
Electrical							
No power			1	67	147		215
s. Electrical		1	4	86	23		114
Lights			145	979	450	4	1578
Miscellaneous							
General	2	1	22	410	109	5	549
Move				22	11	2	35
Parking			6	10	9	2	27
Phones				4	2	1	7
Room Set-ups				23	15	3	41
Signs				14	1	2	17
Smoking				1	4		5
Surplus				10	3		13
Window Leaks				2			2
Locks							
Need Keys				61	10	1	73
Locked Out			1	54	23	5	83
General	2	1	8	66	23		101
Hampers/Recycling							
Hampers				93	182		275
Waste Paper				76	63		139
Total	4	16	568	3657	2287	149	6683

Work Orders

Not every call/complaint generates a work order, but the work order system is one method the Bureau uses to track whether work has been completed and how long it has taken to complete the work. Work orders are also a good documentation tool. Operations continued its efforts to improve the quality of work orders and to produce weekly outstanding work order lists and distribute them to Building and Bureau managers. Several types of work orders were added to the weekly list (e.g. lights in the Saltonstall Building, Johnson Controls, ARP, and cleaning). These lists have allowed managers to determine what work is being done and what work still needs to be completed.

WORK ORDERS BY TRADE AND BUILDING

July - December 1998

	Gov't Center	Hurley	Lindemann	McCormack	Saltonstall	State House*	Total
Trades							
Carpenter			4	81	14		99
Electrician		1	2	163	43		209
Mason			3	47	13		63
Painting			14	47	2		63
Cleaning							
Empire				1			1
JJS					11		11
UNICCO				92			92
Mechanical Maintenance							
JCI			192	386	280		858
Miscellaneous Building							
Locksmith	1	1	9	157	30		200
Maintenance			29	199	88	29	345
Working					1		1
Sign				9	1	2	12
Install							
Ah.	1		2		31		34
Lights					374		374
Total	2	2	255	1193	893	31	2378

*The only State House work orders issued by the Operations office were for weekly elevator telephone testing and signs made by Operations.

In addition to these reports, Operations produces monthly elevator reports by occurrence, as well as by car, which enable the Engineering Department and contracted elevator mechanics to pinpoint problems with particular cars. Reports on the month's cleaning complaints are produced prior to the monthly meeting with the cleaning company. In addition, numerous small reports are produced on an as-needed basis to help identify problems for managers. In the near future, all managers will have access, although time delayed by one day, to the main database for the two high rises. This will allow them to view information on any problem/customer complaint.

MISCELLANEOUS

Daily Bulletin

Operations contributed heavily to the Daily Bulletin by suggesting recurring articles and publicizing building events. A considerable amount of time was devoted to updating the public meetings and daily

meetings sections. In addition, Operations improved the management of the database of persons receiving the Daily Bulletin (liaisons, department heads, and individual customers). The constant change in state personnel makes for a challenge in keeping this database accurate and up-to-date, and the increasing agency conversion to Windows NT made the distribution of the Daily Bulletin more difficult. Working with the Information Technology Division, new lists, consisting of over 800 individuals, were created to reach customers more efficiently.

Events

The Bureau continued to book numerous conference rooms for various agencies in both the Saltonstall and McCormack Buildings. One conference room space (room 207) was lost when the Bureau's Engineering Department relocated to that space. The lobby areas of the McCormack and Saltonstall Building provided a forum for numerous bake and book sales, COMECC-related events and a major Direct Deposit Campaign.

Snow Removal Season

In anticipation of the coming snow removal season, the Operations Department prepared and posted a Request for Response for a new sander/spreader. The new sander was installed and is available for use in case of snow.

Lost and Found

With the new security system, Operations' Lost and Found has expanded substantially. It was necessary to reevaluate the procedures used to log and maintain the lost and found items. A computerized system was developed and continues to be implemented to better track items.

Operations Staffing

DOC Community Crew

Operations depends upon the assistance of the DOC Community Crew to complete many of its "extra-work" projects. Crew members generally help the Bureau with such tasks as groundskeeping at the Lindemann and Saltonstall Buildings and relocation tasks at the Saltonstall Building. Unfortunately, for most of the past reporting period the services of the Community Crew were not available to the Operations Department. In their absence, Bureau staff completed these tasks.

Staff

Operations was short-staffed through most of this reporting period by three FTE's due to the assignment of John Orlando to the Nashua Street Parking facility, and the absences of Donald Condon and Arthur O'Connell. Also, the assistance once provided by an additional contracted carpenter was not available during this period.

General Operations Projects

Operations staff members participated in numerous ongoing projects during this reporting period. Some of the accomplishments of the past six months are listed below (arranged by building, where applicable):

Government Center Complex

- Assisted Fire and Safety officer with monthly alarm and fire drill testing in high rise buildings.
- Conducted monthly meetings for elevator contractor performance.
- Conducted fire extinguisher surveys.
- Attended meetings for clean state audit.
- Provided bus transportation for Administration and Finance to MITC.
- Painted traffic lines and curbing in the McCormack garage.
- Contracted and installed new Year 2000-compliant telephone system.

Saltonstall Building

- Cleaned sewer ejector pit.
- Contracted for roof repair.

State House

- Provided parking attendants for State House functions.

McCormack Building

- Removed all cushioned materials from the Child Care Playground and painted the railings, walls, and playhouse.

Nashua Street Building

- Participated in meetings with the Division of Capital Asset Management and contractors regarding the building's demolition.

Lindemann Building

- Installed a new chain link fence in garage area.
- Contracted for roof repair.

Engineering Department

The following projects were planned and/or completed by the Engineering Department during this reporting period (arranged by building and by type of project):

Saltonstall Building

Mechanical

- Repaired air handling units, domestic water pump, steam condensation leak at the garage level, and drainage leak in the ceiling of 2nd floor over the plaza.
- Installed new valves on the induction units in rooms 2000, 1704, and 1304, and rebuilt the steam valves in the carpenter shop.
- Conducted daily rounds on all air handlers, return fans and side stream filtration to maintain 100% outside air operation.
- Installed a new air compressor for pneumatic controls.
- Installed Drain Down Valves in core area on the 12th floor to enable evening work in the high rise.
- Changed all pre-filters and filters for 95% efficiency in all air handlers.
- Cleaned roof drains on the lower and upper roofs, the grease trap in kitchen, and the kitchen hood.

- Tested fire pump monthly.
- Cleared drains in the playground and plaza level areas and assisted the Division of Capital Asset Management with installation of new playground flooring.
- Installed a new condensation pump and a new ejector pump in the lower mechanical room.

Air Quality

- Worked with the Task Force and Administration and Finance on all air quality topics as needed.
- Conducted inspection, and directed repairs, encapsulation, and decontamination in all air handling units.
- Scheduled meetings with Asbestos Associated Workers to discuss operations and management programs.
- Completed operations and maintenance.
- Scheduled a 16-hour certification course on asbestos training for BSB and contractor staff.

Elevators

- Replaced safety edge with infrared detector edge in the freight elevator.
- Completed all yearly safety tests with Department of Public Safety.

State House

Mechanical

- Replaced the 5th floor West Wing control valves, recalibrated the control systems on all fan coil units.
- Repaired or replaced lawn sprinkler fixtures.
- Changed all filters and pre-filters in all air handlers.
- Repaired and replaced hot water check valves.
- Rebuilt hot water pumps 1 through 6.
- Replaced sixty faucets in the bathrooms.
- Cleaned out boiler.
- Installed controls to maintain operating temperature in the elevator penthouse.
- Replaced two pit pumps in West Wing.
- Repiped sanitary lines under the basement floor to eliminate leaking and bring the piping connections up to code.

Elevators

- Decommissioned car #14
- Replaced doors and laminations on cars #4 and #5 (completed by Delta-Beckwith).
- Cleaned out all construction debris from the top of elevator cars, created when wall penetration into the hoist-ways occurred.

Lindemann Building

Mechanical

- Replaced all equipment belts in the air handling units, replaced the slats in the main heating pump, cleaned all mechanical rooms, and the painted pumps.
- Performed steam treatment.
- Cleaned chilled water coils.
- Cleaned kitchen hood.
- Installed a new steamer unit in the kitchen.

- Installed a new ice machine.
- Installed new bathroom fixtures.
- Installed four 8-inch OS&Y valves for isolation of pumps.
- Replaced 6" steam valve in mechanical room.
- Changed all filters and pre-filters in all air handlers.

Elevators

- Replaced safety edges with new infrared detector edges.
- Repaired and replace M.G. cut-out switches with key operated cut-out switches at the main elevator control panel (2nd floor lobby) cars #1 and 4.
- Repaired and replaced the locking mechanism on main elevator control panel outer doors.
- Provided and installed a key operated motor generator cut-out switch for car #5.

McCormack Building

Mechanical

- Rebuilt relief valve (6") for lower mechanical room and replaced two fan motors on H&V units HV6-25hp, HV7-5hp.
- Changed all pre-filters on main air handler and auxiliary cooling unit.
- Installed Glycol in all AC cooling coils for winter operation.
- Installed new batteries on both fire pumps.
- Rebuilt the AC-6 main electrical system.
- Piped the quench tank in lower mechanical room.
- Replaced two vibration eliminators on primary chilled water for the eighth floor.
- Completed replacing all domestic water pumps.
- Brought all air handlers (except three & eight) back up to original speed. (They had been changed in 1986 under Energy Maintenance Contract.)
- Cleaned kitchen hood.

Elevators

- Replaced existing safety edges with infrared detector edges on the high rise cars.
- Installed sills, floors, and detector edges on low-rise cars 1 through 6.
- Installed industrial grade heaters in freight cars over the operator position to provide for rider comfort during the winter months.

Hurley Building

Mechanical

- Tested emergency generators and tank installation with new test switches under load conditions.
- Continued to evaluate the parrot water treatment systems, which have met all goals thus far.
- Worked on evaluations with DET aimed at correcting air imbalance and indoor air quality affecting customer space in the basement level
- Worked on the York Chiller / Heater maintenance agreement with DET to provide coverage January 1999 – September 1999.
- Scheduled meeting with DET and customers on air balancing during winter months.

Elevators

- Replaced diamond plate floor and repaired the freight car frame and doorsills.
- Prepared digital floor indicators to be installed on the freight cars.
- Fabricated ceiling grids for the passenger cars and freight car and scheduled their installation.

Government Center Complex

- Completed the computerization of the Preventive Maintenance System.
- Completed new contract with water treatment company (National Chemical) which is ISO – 9000 Certified.
- Modified McCormack and Saltonstall Building garage doors and investigated various high-speed lightweight automated doors to replace existing gates and allow metal doors to be used during regular business hours.
- Demolition of the 100 Nashua Street building, contract awarded by DCAM to North American Site Development. [BSB notified all utilities of change effective November 1, 1998.]

Ongoing Projects

- Rebuilding the Hurley / Lindemann Plaza.
- Resurfacing the Daycare playground.
- Upgrading of computer system to allow for the state of the art programming on a windows based computer system to better control of the building air temperatures.
- Completion of cooling and seasonal winterization of all cooling equipment.

Ongoing DCAM Projects

- Installation of an additional 450-ton Chiller.
- Repairs to the 300-ton Cooling tower, computer room cooling loop, and associated pump stations and systems.
- Demolition of the existing cooling towers, absorption chillers, and pumping stations with two 1200-ton cooling towers, piping, and pumping stations.
- Modifications of the building systems to include upgrade fire pump controls.
- Installation of back flow preventers and a main electrical switchgear ventilation system.
- Modification of 1750 KW emergency generator to provide emergency power services throughout the building.
- Renovations of the Network Operations Center on the 8th floor.
- Underground storage tank repair and renovations.
- Air Balancing for the entire building.

Future Projects

McCormack Building

- Cooling Analysis
- Transformers 6 [45/30 4K Rated]
- Garage Door
- AC6 Electric Component Switch

- Electric Switch Gear Modifications
- Electric Emergency Shutdown [7/17/98]
- HVAC Renovations and Modifications
- Resealing Garage floors 1 through 4
- Customer receptacle and Electrical services survey on floors 1 through 21

Saltonstall Building

- Asbestos Related Contract Work
- Garage Door

State House

- Roof inspection repairs

Lindemann Building

- Roof repairs
- Garage / Loading dock door

MASSACHUSETTS ART COMMISSION

Mural Conservation

During fiscal year 1999, the Art Commission continued its program of care and preservation of the State House Art Collection with the conservation of the murals in the Chamber of the House of Representatives. This long-awaited project was funded by the Speaker and implemented under the direction of the Art Commission during September and October 1998, after abbreviated time schedules forced postponement of the project during renovations last year.

The five panels were painted by Albert Herter in 1942. All murals were painted in oils on canvas in the artist's studio, and later adhered to the wall of the Chamber with a technique called "muroflaging." These murals were previously treated by Back Bay restorer Giovanni Castano in 1965. The treatment was undocumented, but we suspect from the few records of this project that some damage may have occurred, requiring repairs. Thirty years later, the murals had become dull and lifeless. Grime build-up had masked much of the subtle palette and actually hidden from view some detail.

Gianfranco Pocobene, a professional painting conservator, was contracted to examine, document, and clean the murals. Staging was erected in three levels above the Speaker's platform in order to provide access to all areas of the murals, while still allowing informal sessions to take place from the rostrum two times per week.

Initial test cleaning and varnish removal trials revealed some unsuspected conservation conditions, and resulted in a two-part program developed in consultation with the Art Commission. Part one addressed panels 2-5, all of which exhibited the same conditions: the murals were stable, with an extremely heavy grime layer over a very thin varnish layer. When the grime layer was removed, the varnish layer was found to be in surprisingly good condition in that it had not discolored or become brittle over the intervening years. A curatorial decision was made to leave this varnish layer on the canvases.

Part two addressed the Governor Winthrop panel, on the left. This panel had received visible damage from water leaks and plaster that had gone into solution and dripped down the canvas. This appears to have been repeat damage. After removal of the grime layer, testing revealed that very large portions of the mural had been over-painted, probably in an attempt to blend repairs made in many of the same areas. The over-paint was extensive and inexpertly carried out, and actually altered the appearance of the mural. Further, this over-paint had been protected by a heavy layer of varnish which had been tinted to a muddy gray color, probably to integrate the retouching.

Conservators implemented a five-part process to repair and restore the Winthrop mural:

1. areas of flaking and damaged paint were consolidated;
2. the grime layer was cleaned much in the same way as in the other four panels;
3. the over-paint was removed, revealing: a) nearly half of the panel had been retouched, mainly in the sky and water areas, b) the previously damaged areas were actually quite small, and that extraordinary liberties had been taken in retouching such large areas of the canvas;
4. the canvas was entirely re-varnished with a synthetic varnish;
5. small areas of damage were inpainted. Inpainting is always conducted over the isolating layer of varnish so that the conservator's work never touches or mixes with the artist's original work.

Since 1985, the Art Commission has required all conservators working on the State House Art Collection adhere to the *Code of Ethics and Standards for Practice* of the American Institute for Conservation. This *Code of Ethics* requires, in part, that all conservation procedures be reversible, and fully documented by both photograph and written report. These practices help future curators and conservators to know what the conditions were, why the objects were treated, and what measures (materials and procedures) were taken to correct these conditions.

Acquisitions

The Art Commission continues to serve on the Steering Committee for the Women's Leadership Memorial, slated for installation in early 2000 outside Doric Hall. Following award of the commission for the memorial to Sheila Levrant de Bretteville and Susan Sellers, the Commission has been working with project administrators from the Massachusetts Foundation for the Humanities to address design and conservation concerns, and will be reviewing the "work in progress" over the next several months. The Commission was pleased to submit final approval to the 8th Air Force Historical Society for design and inscription of a memorial plaque slated for installation in early 1999.

